

**PERFORMANCE WORK STATEMENT  
FOR  
CUSTODIAL SERVICES**

**EPA Gold King Mine Release Incident  
Area Command/Colorado Incident Command Post  
135 Burnett Drive  
Suites 101, 103 and 107  
Durango, CO 80403**

**PERFORMANCE WORK STATEMENT  
FOR  
CUSTODIAL SERVICES**

**1. DESCRIPTION OF SERVICES.** The contractor shall provide all management, tools, equipment and labor necessary to ensure that custodial services are performed at 135 Burnett, Suites 101, 103 and 107 in a manner that will maintain a satisfactory facility condition and present a clean, neat and professional appearance.

**1.1. BASIC CLEANING SERVICES.** The contractor shall accomplish all cleaning tasks to meet the requirements of this SOW. The cleaning frequency is twice per week.

**1.1.1. Maintain Floors.** All floors, except carpeted areas, shall be swept, dust mopped, damp mopped, wet mopped, as needed, to ensure they have a uniform appearance and free from dirt, debris, dust, scuff marks, heel marks, other stains and discoloration, and other foreign matter.

**1.1.2. Remove Trash.** All trash containers shall be emptied and returned to their initial location. Boxes, cans, papers placed near a trash receptacle and marked "TRASH" shall be removed. Any boxes or containers labeled "DOCs" or "Documents" shall NOT be removed. Any obviously soiled or torn plastic trash receptacle liners shall be replaced. The trash shall be deposited in the nearest outside trash collection container. Trash receptacles shall be left clean, free of foreign matter, and free of odors.

**1.1.3. Remove Recycle.** All recycle containers shall be emptied and returned to their initial location. Recycle shall be deposited in the nearest outside recycle collection container. Recycle receptacles shall be left clean, free of foreign matter, and free of odors.

**1.1.4. Interior Glass/Mirrors.** All interior glass, including glass in doors, partitions, walls, display cases, directory boards, etc shall be clean. There shall be no trace of film, dirt, smudges, water, or other foreign matter.

**1.1.5. Carpets.** Carpeted areas shall be vacuumed. After vacuuming, the carpeted area shall be free of all visible dirt, debris, litter and other foreign matter. Any spots shall be removed by carpet manufacturer's approved methods as soon as noticed. All tears, burns, and raveling shall be brought to the attention of the Contract Officer Representative (COR).

**1.1.6. General Spot Cleaning.** Perform spot cleaning on a continual basis. Spot cleaning includes, but is not limited to removing, or cleaning smudges, fingerprints, marks, streaks, spills, etc., from washable surfaces of all walls, partitions, vents, grillwork, doors, door guards, door handles, pushbars, kickplates, light switches, temperature controls, and fixtures. After spot cleaning, the surface shall have a clean, uniform appearance, free of streaks, spots, and other evidence of soil.

**1.1.7. General Dusting.** All horizontal surfaces must be dusted or cleaned to eliminate dust collection.

**1.2. BASIC RESTROOMS/KITCHEN ROOMS CLEANING SERVICES.** The contractor shall accomplish all cleaning tasks to meet the requirements of this SOW.

**1.2.1. Clean and Disinfect.** Completely clean and disinfect all surfaces of sinks, toilet bowls, lavatories, dispensers, plumbing fixtures, counters, tables, appliances, and other such surfaces, using a germicidal detergent. After cleaning, receptacles will be free of deposits, dirt, streaks, and odors. Disinfect all surfaces

(including handles, kickplates, ventilation grates, metal guards, etc.), and wall areas adjacent to lavatories, and toilets.

**1.2.2. Sweep and Mop Floor.** After sweeping and mopping, the entire floor surface, including grout, shall be free from litter, dirt, dust and debris. Grout on wall and floor tiles shall be free of dirt, scum, mildew, residue, etc. Floors shall have a uniform appearance without streaks, swirl marks, detergent residue, or any evidence of soil, stain, film or standing water. Moveable items shall be tilted or moved to sweep and damp mop underneath.

**1.2.3. Stock Restroom and Kitchen Supplies.** Contractor shall ensure restrooms and kitchen areas are stocked sufficiently so that supplies including toilet paper, paper towels, trash and recycle bin liners, dish soap and soap for the hand soap dispensers do not run out. Supplies shall be stored in designated areas. No overstocking shall be allowed. If supplies run out prior to the next service date, contractor shall refill within 24 hours of notification.

**1.3. EMERGENCY OR SPECIAL EVENT CLEANING SERVICES.** Upon notification, the contractor shall perform emergency or special event cleaning required in any building, area, or room covered under this contract. The COR shall order cleaning services through issuance of a delivery order for the appropriate and required work task(s). Contractor shall begin emergency work, as determined by the COR, within one hour of notification, which may be verbal. The COR or designated representative will notify the contractor as soon as a special event requirement is known, but no less than 24 hours prior to the event. Completion schedule shall be determined for each delivery order.

**2. PERFORMANCE REQUIREMENTS SUMMARY.** The contractor service requirements are summarized into performance objectives that relate directly to mission essential items. The performance standards briefly describe the minimum acceptable levels of service required for each requirement. These thresholds are critical to mission success.

Performance Objective	Performance Standard	SOW Para	Performance Threshold
<b>Basic Cleaning Services.</b>	Floors, baseboards, corners and wall edges are free of dirt, dust and debris. Trash and recycle is empty; Plastic liners are in good condition. Trash and recycle containers are free of odors and visible dirt. Trash and recycle is emptied into outdoor trash/recycle collection containers. Glass and mirrors have no traces of film, dirt, smudges, or water. Carpets are free of dirt, debris, litter and other foreign matter. Dust is not visible.	1.1.	95% of all facilities are without customer complaints for the month.
<b>Basic Restrooms/Kitchen Rooms Cleaning Services.</b>	Restrooms and Kitchens are disinfected and free of dirt, deposits, streaks and odors. Toilets and sinks are disinfected and free of scale, stains, scum and other deposits. Floors, counters, and tables are free of litter, dirt, dust and debris. Supplies are adequate until next service.	1.2.	95% of all facilities with rest rooms/kitchen rooms are without customer complaints for the month.

### 3. GOVERNMENT FURNISHED PROPERTY AND SERVICES.

Trash and Recycling Receptacles

#### **4. GENERAL INFORMATION.**

**4.1. GOVERNMENT REMEDIES.** The contracting officer shall follow FAR 52.212.4, Contract Terms and Conditions-Commercial Items (May 1997), for contractor's failure to perform satisfactory services or failure to correct non-conforming services.

**4.2. BUILDING INFORMATION.** The building consists of three suites totaling 6,831 square feet configured as follows:

Suite 101:

- 5 carpeted offices
- 2 tiled bathrooms
- 1 tiled lobby
- 1 carpeted conference room
- 1 tiled kitchen
- Small tiled entryway

Suite 103:

- 2 carpeted offices
- 1 tiled bathroom
- 1 tiled utility room
- 1 large carpeted open area
- Small tiled entryway
- 1 tiled kitchen

Suite 107:

- 4 carpeted offices
- 2 tiled bathrooms
- 1 tiled lobby
- 1 carpeted conference room
- 1 tiled kitchen
- Small tiled entryway

**4.3 HOURS FOR OPERATION.** 7am –7pm, cleaning services to be conducted during hours of operation, actual hours negotiated with tenants.